



MCCSOLUTIONS.NET

AV • SECURITY • TELECOM • MAILING • DOCUMENT SOLUTIONS

MEDICAL CASE

HEALTHCARE PROVIDER CUTS MAIL PREP TIME
BY 40% WITH MCC SOLUTIONS

mccsolutions.net





TABLE OF CONTENTS

- CLIENT OVERVIEW
- THE CHALLENGE
- THE MCC SOLUTION
- THE RESULTS
- CONCLUSION
- CONTACT US



CLIENT OVERVIEW

Our client is a well-established regional healthcare provider serving communities across Tennessee and Mississippi. With multiple clinics, administrative hubs, and a centralized billing department, they process thousands of documents monthly—including patient statements, appointment reminders, insurance communications, and HIPAA-sensitive mail.

As patient volumes increased, so did the strain on their internal mailroom operations. They needed a scalable, secure way to manage high mail volumes—without sacrificing accuracy, compliance, or staff productivity.





THE CHALLENGE

Like many healthcare organizations, this provider relied heavily on manual processes for their mail prep. Folding, stuffing, sealing, stamping—it was all done by hand. What started as a manageable task for the admin team quickly became an operational burden. The key pain points included:

- Time-Consuming Processes: Staff spent hours (sometimes days) each week preparing outgoing mail, pulling them away from essential patient-facing tasks.
- Compliance Risk: Manual handling increased the risk of sensitive documents being sent to the wrong recipient or without proper tracking.
- Rising Costs: As mail volumes grew, postage spend climbed and the labor required to manage it all became unsustainable.
- Inconsistent Delivery: With no tracking on many items, the team lacked visibility into when—or if—mail was delivered.

It was clear that the current system couldn't scale to meet the needs of a growing healthcare organization.





THE MCC SOLUTION

We began with a comprehensive mailroom assessment to understand the provider's workflow, output volume, and compliance requirements. Based on their specific needs, MCC implemented a two-part solution that delivered immediate and measurable impact.

High-Speed Folder Inserter

We installed a commercial-grade folder inserter capable of processing thousands of documents per hour. The machine automatically folds, inserts, and seals envelopes with precision—cutting manual labor out of the equation. It was programmed to handle various document sizes, reply envelopes, and custom billing formats.

Key benefits:

- Increased processing speed with minimal user input
- Reduced handling errors (no more misstuffed or unsealed envelopes)
- Lower physical strain on staff from repetitive tasks





THE MCC SOLUTION

For high-volume and recurring mailings, we transitioned the provider to secure outsourced mail services—perfect for HIPAA-sensitive and time-critical mail. This included monthly billing statements, insurance notices, and appointment reminders.

MCC handled:

- Secure document printing
- Folding and inserting
- Postage processing
- Certified and first-class delivery
- Mailpiece tracking with delivery confirmation

All services were fully HIPAA-compliant and met internal audit and reporting standards.



THE RESULTS

The transformation was fast and noticeable.

- 📈 Over 40% reduction in total mail prep time within the first month
- 🧠 Staff were able to reallocate hours from mail tasks to patient communication and front desk support
- ✉️ Enhanced accuracy and delivery tracking, reducing complaints from patients about missing or late mail
- 💰 Lower operational costs thanks to decreased labor needs and optimized postage rates through MCC's vendor discounts

What's more, the healthcare provider gained peace of mind knowing that critical communications—like billing and legal notices—were being handled securely, on time, and with full tracking visibility.

"The difference was immediate. Our team is no longer buried under mail prep, and we finally have visibility into when critical mail is delivered. MCC's solution has completely changed the way we work."
—Operations Manager, Regional Healthcare Provider





CONCLUSION: A HEALTHIER MAILROOM, A MORE PRODUCTIVE TEAM

With MCC's help, this healthcare provider turned one of its biggest operational bottlenecks into a model of efficiency. By combining smart automation with secure outsourcing, they now have a mailroom that scales with their growth—and supports their mission to deliver exceptional patient care.





THANK YOU

 866-805-5893

 mccsolutions.net

